



The mission of the Harris County Auditor's Office is to be an independent and progressive organization recognized for professionalism in carrying out the County Auditor's statutory duties and responsibilities.

NOTICE OF JOB OPENING

JOB TITLE: Senior Technical Support Specialist

POSITION NO: 6102404001

Harris County Auditor's Office has a professional position open for a Senior Technical Support Specialist to provide assistance and leadership with various technical projects and applications. Pleasant office environment with a competitive salary, excellent benefits, and a flex work schedule.

JOB DESCRIPTION:

Incumbent will provide excellent customer service and vendor relationship management for all technology applications software and hardware. Research technical hardware and software issues for the Auditor's office. Coordinate repairs and resolution with County IT Department and/or third-party vendors. Consult with business units and IT department on best technology solutions. Set up recordkeeping system of all computer and technology inventory. Record and track all inventory, repairs, licenses, etc. Assists with repairs and setup and compile monthly reports. Provides technical PC software/application support and hardware issues for the Office including SharePoint and other applications used by the Office. Analyzes and provides preliminary technology assessment of new, PC-related equipment. Build relationships with other business units such as procurement to manage and secure quotes/bids, confirms orders are correct, invoices are fulfilled and received. Assists with the development and implementation of new operations policies/procedures involving PC-support duties. Trains a backup to assist with duties when absent. Completes special research and/or special projects related to software and hardware issues. Organizes, tracks, compiles, and submits monthly task list of on-going projects.

WHAT WE OFFER:

- Competitive salary of up to \$75,000 per annum
- Vibrant Downtown Houston location
- Excellent Benefits and Wellness programs
- Zero-Premium Employee Only Medical Plan
- Outstanding Retirement Program
- Collaborative Environment
- Subsidized Transit/Commute

JOB REQUIREMENTS:

The successful candidate must possess a BA/BS Computer Science or a closely related field strongly preferred, plus 2 years work related experience. An Associate's Degree or technical school certificate in

information systems-related curriculum plus 5 years work experience in this field may be substituted for 4-year degree.

Ideal candidate must possess:

- Advanced Windows operating system knowledge and expertise. Help Desk and/or technical help desk experience a plus.
- Ability to troubleshoot PC and PC peripheral devices problems/issues.
- Hardware knowledge must include hardware and software expertise, including Apple.
- Application experience must include Microsoft Office 2010, Outlook, SharePoint, Business Intelligences (BI), and Tier I ERP Systems knowledge.
- Platform experience must include recent Windows.
- Advanced experience in making successful management presentations, staff training, and project management.
- The ability to plan and organize work, perform under pressure, and meet deadlines.
- Above average problem-solving, critical thinking and analytical skills.
- Excellent reading, written and oral communication skills using the English language.

Must be legally eligible to work in the United States. We do not provide visa sponsorship.

Physical requirements for the position are the ability to walk, crouch, bend and stand for extended periods of time and the ability lift and carry up to 50 lbs.

CLOSING DATE:

Open until filled

APPLY TO:

Interested applicants should apply by sending a resume to the email address below with the Position Title and Position Number in the subject line. Send resumes to: Apps.HCAO@aud.hctx.net.

HARRIS COUNTY HAS AN EMPLOYMENT AT WILL POLICY

APPLICANTS ARE CONSIDERED WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE OR DISABILITY